

W-02113A-07-0551



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ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 73796

Date: 12/9/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Teresa**

Humphrey's

Account Name: Teresa Humphrey's

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Received the following correspondence:

Docket Control W-02113A-07-0551

Absolutely disagree with chaparrals large increase. For myself and for those who are struggling in these hard times, the price difference would mean a few less nutritional meals. I was thinking that I would have to cancel my alarm security service and risk safety to pay for water.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the following email:

Arizona Corporation Commission

DOCKETED

DEC 15 2008

RE: Chaparral City Water Company
Docket No. W-02113A-07-0551

| | |
|-------------|--|
| DOCKETED BY | |
|-------------|--|

Dear Teresa Humphrey,

Your email dated December 01, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

RECEIVED
2008 DEC 15 A 11:41
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/9/2008

Opinion No. 2008 - 73796
